

**STATE OF NEW HAMPSHIRE
INSURANCE DEPARTMENT**

169 Manchester Street
Concord, NH 03301-5151

Charles N. Blossom
Insurance Commissioner

BULLETIN

TO: All Licensed Property and Casualty Companies
Attn: Claims Manager

FROM: Steven J. Lauwers, Esquire
Assistant Insurance Commissioner

DATE: June 18, 1997

**RE: Claim Settlement Time Limit
NH Ins 1001.02**

It has come to the attention of the New Hampshire Insurance Department that many companies are in violation of Regulation Ins 1001.02, Claims Settlement Time Limit, specifically Ins 1001.02 (c), which reads:

“Ins 1001.02 (c)

If the claim remains unsettled, the insurer shall within 30 working days from the date of the letter setting forth a need for further time and every 30 days thereafter, send to the insured, claimant, or authorized representative of either a letter setting forth the reasons for the delay in the claim settlement, unless the insured, claimant, or authorized representative otherwise agrees.”

It is the intent of the Department to monitor adherence to this regulation and to take administrative action as necessary pursuant to Ins 1001.17, Penalty, which reads as follows:

“Ins 1001.17 Penalty

Any insurer, agent or broker who shall knowingly violate any provision of this part shall, in addition to any other penalty otherwise provided by law, after notice and hearing:

- (a) Have its certificate of authority or license suspended or revoked, or
- (b) Be subject to an administrative fine not to exceed \$2,500 for each violation. Repeated violations of this part shall constitute separate fineable offenses.”

If you have any further questions concerning this Bulletin, please contact **Sue Bonyai, Claims and Hearings Officer, at 603-271-2261.**